

INFORMATION BULLETIN

WORKFORCE INVESTMENT ACT

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TO: LOCAL WORKFORCE INVESTMENT AREAS
CHIEF ELECTED OFFICIALS
CALIFORNIA WORKFORCE INVESTMENT BOARD STAFF
WDB STAFF

SUBJECT: PERFORMANCE MANAGEMENT WORKSHOP

The purpose of this bulletin is to announce a new training workshop on Performance Management under the Workforce Investment Act (WIA). The Local Training Response Unit of the Workforce Investment Division, has designed a one-day session for case managers, job developers, and other staff who have direct contact with WIA participants.

This one-day course intensely covers the 15 core and two customer service performance measures prescribed under the WIA. This course is targeted toward line staff who need a big picture view of performance requirements under WIA, including information regarding caseload management for peak performance. Key issues covered will include:

- Performance Accountability Overview
- WIA Performance Indicators
- Incentives and Sanctions
- Participant Exit Timeframes
- Understanding Retention
- Follow-up Systems
- Reporting Issues and Implications
- Continuous Improvement

For further information, or if you are interested in hosting this training for your Local Workforce Investment Board staff and other local partners, please contact Karen Ronshausen via voice phone at (916) 653-5350, or via e-mail at kronshau@edd.ca.gov.

/S/ BILL BURKE
Chief